

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY, CALIFORNIA
AND RECORD OF ACTION**

January 6, 2003

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FROM: LEYDEN L. HAHN, Chief Information Officer
Information Services Department

SUBJECT: TELEPHONE SYSTEM CALL MANAGEMENT AGREEMENT WITH AVOTUS CORPORATION FOR SOFTWARE MAINTENANCE AND UPGRADES.

RECOMMENDATION:

1. Approve annual support agreement for with Avotus Corporation software maintenance and upgrades.
2. Authorize Purchasing Department to issue an annual purchase order to Avotus Corporation for software maintenance and upgrades for 3-years beginning January 6, 2004 through December 31, 2006 in an amount not to exceed \$ 34,824 annually including taxes.

BACKGROUND INFORMATION: Information Services Department (ISD) operates and maintains the County's private telephone system that was purchased and implemented in April 1985. The network has expanded each year to meet the voice communication needs of county departments and currently has a total of 60 telephone switches in service providing connectivity to over 20,000 telephone sets throughout the County. These telephone switches are connected together via a network of County owned microwave circuits and leased circuits from commercial carriers. These circuits also provide connectivity to the Public Switched Telephone Network (PSTN), which allows County departments to place calls both on and off the County's dedicated, private network. The County purchased and implemented Switchview, a call management software in 1994 from Switchview Inc. in an effort to obtain equipment alarms, clear potential problems, and obtain system billing and management reports. The Board of Supervisors approved contract # 00-1253 to provide maintenance and software upgrades for Switchview management software on December 12, 2000. The current maintenance agreement expired December 31, 2003.

ISD issued a request for quotes in September 2003 for continued Switchview maintenance. Quotes for Switchview maintenance were received from Avotus (formerly Switchview Inc.), and Verizon while a no-bid notification was received from Qwest. Avotus offered maintenance and software upgrades at a cost of \$34,824 annually while Verizon offered the same services at a cost of \$38,424 per year. Avotus offers the most cost effective maintenance and software upgrade solution.

The total cost is as follows:

Year	Maintenance	Rates & Tariffs	Total Cost
One	\$23,484	\$11,340	\$34,824
Two	\$23,484	\$11,340	\$34,824
Three	\$23,484	\$11,340	\$34,824

ISD recommends entering into a three-year agreement with Avotus for Switchview maintenance and software upgrades. These services are essential in providing reliable, cost effective telephone services to county departments

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REVIEW AND APPROVAL BY OTHERS: This item has been reviewed by the County Administrative Office (Tracy Lindsay, Administrative Analyst, 387-4659) on November 13, 2003 and reviewed for legal form and content by County Counsel (Jean-Rene Basle, Deputy County Counsel, 387-5477) on October 23, 2003.

FINANCIAL IMPACT: The cost of the Switchview maintenance and software upgrades will not exceed \$34,824 annually (cost includes applicable tax); (\$104,472 for the three-year period). The cost of this item was included in ISD's Network Services (IAJ-TOP) FY 2003-04 adopted budget. There is no local cost or service rate impact.

COST REDUCTION REVIEW: The County Administrative Office has reviewed this agenda item and concurs with the department's proposal and recommends this action based on the importance of providing reliable telephone services to county departments.

SUPERVISORIAL DISTRICT(S): All

PRESENTER: Leyden L. Hahn, Chief Information Officer, 388-5501

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